



## Volunteer Code of Conduct


So you want to sign up for the Volunteer Brigade? Excellent. Please read the following guidance carefully.


### 1. Behaviour Towards Convention Attendees


 **Be polite.** You should be polite to attendees at all times. As a volunteer you are representing the committee and the convention. You are our eyes and ears, however there is no devolved authority. You will need to contact a committee member if any action is needed.

 **Be helpful.** When you are on duty be prepared for attendees coming up to you and asking questions.


It is worth making sure you keep a copy of the timetable and map on you so that you can help direct attendees as needed.

 **Make the convention fun for everyone.** Should an attendee be causing a problem then you should politely request that they stop, providing that it is safe to do so. If they stop then make a (mental) note of their badge name and let Ops know of the incident. Should they not stop then find a committee member (or come to Ops) and we will handle the situation.

 **Use your judgement.** Attendees being loud and having fun is different from one screaming abuse at another. Being loud and performing cartwheels outside causes less problems than inside. One would just require politely asking them to keep it down, the other requires intervention and reporting to Ops. Remember everyone is here to enjoy themselves. We are not a totalitarian state, and as long as people are enjoying themselves, not affecting or upsetting others and are not putting anyone, including themselves, at risk then they should be left alone.

 **Don't obstruct Venue employees.** Always be polite to them. If they are not being polite do not confront them, take their name if possible and inform Ops.

### 2. Volunteer Duties

 **Be there.** The most important rule is to turn up for any duty signed up for. If you cannot for any reason then it is vital you let Ops know as soon as possible, so another volunteer can be assigned.

🌸 **Arrive early.** The volunteer your relieving may have to go on duty somewhere else. If you are late this can have a knock on effect through several events so please aim to be there 5 minutes early.

🌸 **Ask what needs to be done.** For any specific duty there will be a person (normally a committee member) who is overseeing that aspect of the event. There may be ad hoc duties, like room turn around moving tables and chairs or setting up unique equipment, or things that come up at the time.

🌸 **Check in with Ops.** If you have spare time, check in with Ops to see if volunteers are required for any duties. You can also go to the Brigade Clubroom, where we can find you if needed.

### 3. Health and Safety

🌸 **Moving things.** Volunteer duties can involve lifting and shifting so remember to think before lifting anything heavy or awkward. Remember to ask for assistance and use trolleys whenever possible. If you have not undergone any formal lifting training with your employer, then please ask for help from someone who has. As with all volunteer duties, this is optional, and if it's not an area you can help with, just let us know (you don't have to say why) and we'll ask another volunteer.

🌸 **Help others.** With other duties you might have specific training that could assist others. Please offer that assistance.

Report potential dangers. It is essential that if you spot something that is unsafe that you let the committee know immediately.

If in doubt, ask. Do not be scared to question if something seems odd or dangerous to you. People will be under pressure over the weekend and mistakes can be made by anyone.

🌸 **In case of emergency.** In an emergency, or if a crime is being committed, please dial 999 for emergency services as well as alerting anyone nearby to fetch help. If you feel unsafe at HaruhiCon, or if you are concerned that someone else feels unsafe, we ask that you speak to a committee member (easily found at Ops) or ask another volunteer to fetch the Safety Officer. You can also speak to our lovely security guards who can be found in the main lobby area in the evenings. We do have a 24/7 phone number (printed in the conbook) if you would prefer to text or call privately. Do NOT interfere unless it is immediately necessary for the persons safety or you have appropriate training. You may accidentally cause severe trauma. The venue also has it's own security staff in case of physical altercations. Do NOT leap in yourself unless absolutely necessary to protect someone else. Again, call Ops who will be able to contact them, or a venue employee if they are there and

inform Ops as soon as practicable. In case of fire, ring the nearest fire alarm, help evacuate the attendees and inform Ops after you and the attendees are safe.

#### 4. Volunteer Support

🌸 **If in doubt, ask.** For any specific duty there will be someone (normally a committee member) who is running the event. They should be the first point of contact for anything relating to that event. For more general questions and support there are the Ops team, staff and committee. The Ops team are here to assist you in all cases. One of us should always be available in Ops. Ops will have a mobile phone. The telephone numbers will be available from Ops at the weekend.

#### 5. Volunteer Rewards

🌸 **Volunteer Clubroom.** As a thank you to volunteers we've set aside a suite with seating and snacks and drinks for you to help yourself. Please note the Clubroom is for Volunteers, Guests and Committee **only**. Whilst we welcome you to help yourself to refreshment please respect that we order a finite amount based on pre-convention volunteer sign ups, so only take for yourself based on need. The Clubroom refreshments are not designed to be a substitute for actual meals.

🌸 **Brigade Pizza Party.** On Sunday evening there is a volunteer party where food is provided and our opportunity to thank you personally as a committee for all your hard work making the weekend what it is for all. Details for when and where there party will be will be passed to you closer to the event. Traditionally we order a selection of pizzas and sides, and we'll do our best to account for any dietary needs we're made aware of on your sign up form. You are welcome to stay the duration or just pick up some food, whichever you're comfortable with.

🌸 **Events Experience.** If you are working towards a qualification, course, training or job application that would benefit from acknowledgement of your experience, the committee would be happy to write you a reference or confirm your experience as necessary.

🌸 **There is no direct financial compensation.**

#### 6. Legalities

We are still in England and need to obey the law. This means that touching someone without consent can be construed as assault. This is especially true if someone needs to be escorted from the premises. Leave it to trained security staff. Shouting at people can be threatening behaviour. People have different levels of tolerance for certain things, and telling blue/racist jokes might be funny to some, or harassment to others. To summarise be

aware of and considerate to other people. There is no legal protection offered by virtue of being a private convention.